

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, CA 95814

February 15, 1983



ALL-COUNTY INFORMATION NOTICE I-23-83

TO: ALL COUNTY WELFARE DIRECTORS

Attention: Quality Control Staff

SUBJECT: CHANGES IN QUALITY CONTROL ERROR APPEAL PROCESS

REFERENCE: Supersedes All-County Information Notice I-31-82

Due to changes in Federal Quality Control Regulations, the State/County error appeal process will be amended effective with the October, 1982 - March, 1983 sample periods.

Changes in Federal AFDC Quality Control regulations require that the State complete 90% of the case reviews within seventy-five (75) days after the end of the sample month. The regulation as stated in the Federal Register, Vol. 47, No. 202, dated Tuesday, October 19, 1982, states that 90% of the AFDC cases must be completed within 75 days after the end of the sample month. The remaining 10% for the first, second, and third sample months are due within 120 days after the end of the third sample month. The remaining 10% for the fourth, fifth, and sixth sample months are due within 120 days after the end of the sixth sample month.

This change currently applies to the AFDC Federal sample, however, it is anticipated that Federal Food Stamp Quality Control regulations will change to the 75-day completion schedule in the near future. Therefore, to minimize confusion for the State QC analysts and to afford State QC management better control of the workload, the 75-day rule will also apply to the food stamp active and negative samples.

The number of cases that might fall into the 10% group in each State QC district office is very small. QC Bureau management will decide monthly on a case by case basis as well as on the basis of the current statewide case completion statistics which cases should remain in this 10% group.

Beginning with the October, 1982 - March, 1983 sample period, when a State QC analyst discovers an error, the appropriate county personnel will be notified by letter. The differences found will be explained and the county will be given 14 days from the date of the State QC error letter to respond.

If the county disagrees with the error findings, they should write State QC as soon as possible, but in no instance later than 14 days from the date of the State QC error letter, stating the reason(s) for disagreement. Send this letter to the State QC Regional Manager at the address shown in the State QC error letter. Regional Managers will give priority to reviewing, evaluating, and responding to these disagreements. If the county does not respond within the 14-day period, the State QC analyst's decision will be considered final. The date of the county's response shall be the postmark on the envelope containing the response.

The letter to the Regional Manager will be the only appeal letter submitted by the county. The county should include all pertinent information including copies of documents that substantiate any disagreement. The Regional Manager will review all material presented by State QC analyst and the county, make a decision, and then respond to the county. The decision stated by the Regional Manager will be considered final.

In an effort to provide the maximum amount of response time for error letters, counties should provide on a flow basis State Quality Control analysts with cases the day or the day after the cases are first requested. Delays in receiving cases to review can and do reduce or eliminate the 14-day period of time the county has to respond to the error letter.

This appeal process will provide the counties with an opportunity to contest State QC findings, provide an objective review of the disagreement and allow for completion of the cases in a timely manner.



JOSEPH A. KELLY

Deputy Director
Audit and Review Division

cc: CWDA